

SCOA *thinks you should know about . . .*

The Office of Long-Term Care Ombudsman

- ✓ The Office of the Long-Term Care Ombudsman serves residents of long-term care facilities. It receives, investigates and resolves complaints and problems, including perceived abuse or neglect, experienced by elder residents. The Long-Term Care Ombudsman Program is a mandated program within the Older Americans' Act. Its activities are organized around three major areas, Prevention, Intervention and Advocacy.
- ✓ All reports made to the Office of Long-Term Ombudsman are confidential. There is no charge for this service. All reports received by the office will be reviewed. Those reports that fall into the offices jurisdiction will be acted upon.
- ✓ The office is staffed by dedicated professionals as well as trained volunteers who assist with resolving the complaints received.
- ✓ Initial reports of concern related to problems experienced by, or complaints expressed on behalf of long-term care residents are reported to the Office of the Long-Term Care Ombudsman. Such information may include initial reports of abuse, neglect and financial exploitation or misappropriation whether in nursing homes, residential care facilities, supported residential health care facilities adult family care facilities and residential hospice facilities. Complaints may also be shared directly with the Bureau of Health Facilities Administration or with Adult Protective Services.
- ✓ The Office of the Long-Term Care Ombudsman advocates for, and represents the interests of residents before governmental agencies. It further seeks administrative, legal and other remedies, to protect the health, safety, welfare and rights of the residents. Without this office there would be no readily available avenue for complaints to be reviewed.
- ✓ During the 2010 reporting period 277 complaints were opened and acted on by the office.

For more information contact:

- ✓ Office of Long Term Care Ombudsman:
Telephone (603) 271-4375 or toll free in NH at 1-800-442-5640.
Email OLTCO@dhhs.state.nh.us
- ✓ SCOA at 1-800-351-1888

*The State Committee on Aging (SCOA) advocates on behalf of
ALL older residents of New Hampshire on issues they face daily.*